

Live and Work Well



Well-being support and resources

If you need extra help and support, Live and Work Well can help. It gives you health resources and personalized services to help you and those you care about live the healthiest life possible.

The Live and Work Well site is available 24/7 for confidential access to professional care, self-help programs, and a variety of helpful information.*

You can:

- Get personalized assistance for the big events in your life
- Browse information and resources and get referrals to help balance work and your personal life
- Find answers to questions about behavioral health and medical concerns to help you deal with stress, depression, anxiety, and other conditions
- Create an account to access your behavioral health claims information, see cost estimates for care, and view all your self-help resources

Easy online provider search

The provider search lets you connect with providers and clinics specializing in behavioral health and substance use. Narrow your search by type of provider, location, condition or issue, treatment/therapy method, or area(s) of expertise. If you need care right away, click the “More Filters” button and select the “Express Access Network Provider” filter option to find a provider who offers appointments within five business days. Based on your search, you can choose to view virtual care providers if an in-person visit is not accessible or convenient. You can save providers, contact them, visit their website, or see patient reviews.

Assessments + tools

You can browse the website by topic. You’ll find info on child care, depression, financial planning, stress management, substance use and addiction, work-life balance, and more. You’ll also find articles, videos, webinars, and other tools to help you explore your selected topic in bite-sized portions. You can also participate in interactive, customizable self-improvement programs.



Behavioral health claims

Visit the “Manage Claims” section to easily access your behavioral health claims. Sign in to view and track behavioral claim status, submit claims, and much more. Looking for your medical claims? Go to your Medica member website at **Medica.com/SignIn**.

Substance use support

Get anonymous support 24/7 from an advocate who is trained in substance use care and recovery. They’ll listen to what’s happening with you now, help you know your options, and if you’re ready, connect you with services that are right for you. They can help you find treatment, typically within 24 hours. Call our substance use helpline at **1 (855) 780-5955** or you can search for substance use providers in the online provider directory.



Visit

Visit **LiveAndWorkWell.com**.

- To view educational content and use the provider search, enter access code MEDICA
- Create an account to access all self-help resources, cost estimates, and the claims center. Just click on “Register” at the top of the page. Then enter your Medica member ID number, and you’ll be all set.



Have questions? We can help.

Call Member Services at the number on the back of your Medica ID card (TTY: **711**).

*Access to certain services is dependent on your health plan coverage. If you are enrolled in a Medica health plan, call Medica Member Services at the number on the back of your ID card to learn what your plan covers.

The benefits described above are administered for Medica health plans by Optum Inc. subsidiaries, United Behavioral Health and, in California, U.S. Behavioral Health Plan, California. This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor’s or professional’s care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change.